

VOLUNTEER: ROLES AND RESPONSIBILITIES

Volunteers are an integral part of UCSF Medical Center and UCSF Benioff Children's Hospital. They are vital in enhancing the quality of care for our patients, and in turn experience satisfaction and personal growth.

Volunteers are expected to adhere to the same rules and regulations as paid staff members and must complete an orientation and interview prior to being placed in a department.

The steps listed below are necessary prior to volunteering:

1. Application Process

Prospective volunteers should contact Volunteer Services at 353-1196 (Parnassus) or 476-1415 (Mission Bay) and request an application packet. An application, information packet, and list of sample assignments will be e-mailed or sent via regular mail to the volunteer.

2. Informational Session

Prospective volunteers attend a 1 hour informational session to learn about the requirements to volunteer prior to attending a volunteer orientation.

3. Orientation

Orientations are held quarterly. If you have a pre-arranged volunteer assignment, please call the Volunteer Services Department for pre-arranged session dates. The minimum time commitment is 3-4 hours per week on the same day and time for 6 consecutive months. Subjects such as health clearance requirements, infection control and hand hygiene procedures, recording of hours, dress code, Privacy and Security policies, open assignments, safety and security codes, as well as our role in the success of UCSF's Mission, Vision, and Values will be reviewed. Volunteers will submit their application and health records during the orientation. Pending completion of the health requirements, they may call to sign up for an initial screening interview.

4. Volunteer Services Interview

Prospective volunteers must attend an interview with either the Manager or Coordinators of Volunteer Services. During the interview, volunteer interests and skills are matched with the appropriate department, and the volunteer is referred to the supervisor.

5. Department Interview

Volunteers then contact the potential supervisor and arrange a meeting to discuss placement. If the supervisor accepts the volunteer, he or she will sign the volunteer's referral form with the start date and schedule. The volunteer will return the completed referral form to Volunteer Services.

6. Health Clearance

Volunteers must provide verification of the following:

- Two negative Tuberculin skin tests (one within the past year and one within the past 3 months) or 1 Negative QuantiFeron Blood Test within the past year and one negative TB skin test completed within the past 3 months. If you have a positive TB skin test result, you must have a negative chest x-ray report completed within the past year.
- MMR (Measles, Mumps, Rubella): proof of two vaccinations or positive blood titer
- Chicken Pox (Varicella): proof of two vaccinations or positive blood titer
- Hepatitis B vaccination series is also required for volunteers assigned to the Emergency Department
- Tdap Vaccine (Tetanus, Diphtheria, Pertussis - must have been administered after 2005)
- Annual Seasonal Flu Vaccine

7. Background Check

A background check is required for all volunteers 18 and over.

8. Training

Child Life Services, Nursing Unit, F.A.S.T., Emergency Department, Volunteer Services Department, Patient Services Ambassador, and Patient Relations Rounding volunteers must attend an additional training session prior to beginning their volunteer assignment.

9. Uniform and I.D. Badge Requirements

Volunteers are required to wear their volunteer I.D. badge and uniform at all times. Uniforms are available through the Volunteer Services Office at Parnassus (505 Parnassus, Room M-167) and Mission Bay (1975 4th Street, Room C1948) and I.D. badges are available from the Medical Center Security Office at Parnassus (505 Parnassus, M-167) and Mission Bay (1975 4th Street, Room C1913).

10. Recording Volunteer Hours

Volunteers are required to record their hours in the Volunteer Services Office each time they volunteer. If volunteering during evenings or weekends, volunteers may record their hours on a clipboard kept on the Volunteer Services Department door (Parnassus volunteers). Evening/weekend volunteers at Mission Bay may record their hours online through the Volgistics Volunteer database: <https://www.volgistics.com/ex/portal.dii/?FROM=8035>.

11. Recommendation Letter

Volunteers may request a recommendation letter once they have completed their volunteer assignment. Please allow two weeks for letters to be completed.

12. Start Date

Volunteers may not begin volunteering until all paperwork is complete and on file with Volunteer Services.

13. Clerical Assignments

A REVIEW BY THE UCSF LABOR RELATIONS DEPARTMENT HAS RESULTED IN THE FOLLOWING POLICIES REGARDING CLERICAL PLACEMENTS:

- Volunteers may not serve more than 8 hours a week, and no more than 4 hours in a day maximum, 2 times a week.
- A maximum of 2 volunteers may be assigned to each department.

Clerical Volunteer Duties:	Approved
Filing, scanning, and faxing medical records	Yes
UCSF computer log-in	No
Access to APEX	No
Medical Center E-mail Account	No
Access to Department shared drive with PHI (protected health information)	Requires additional approval from Privacy Office
Calling patients to confirm appointments	Yes
Assisting patients at kiosks to sign-in and for payments with patient acknowledgment and approval	Yes

14. Volunteer Injury

In case of body substance exposure, accident or injury, volunteers must immediately report the incident to their supervisor.

Volunteers should contact the Volunteer Services Department if they have any issues or concerns regarding their assignment.